

HAYFIELD
SUPPORT SERVICES WITH DEAF PEOPLE

ADMINISTRATION ASSISTANT – RESIDENTIAL

PERSON SPECIFICATION

1.	<u>Knowledge / Experience</u>	<u>Essential</u>	<u>Desirable</u>
*	Using IT systems and packages, in particular Microsoft Office	✓	
*	Working as part of a team and on own initiative (one person office)	✓	
*	Responding to queries and simple problem solving	✓	
*	Setting up and maintaining manual and electronic filing systems	✓	
*	Experience of minute taking and recording of meetings		✓
*	RSA Stage II, Word Processing or NVQ 3 in Business Administration		✓
*	RSA Stage 3 Word Processing or NVQ 3 in Business Administration		✓
2.	<u>Value Base / Competence</u>		
*	Ability to demonstrate a methodical, organised and flexible approach to work	✓	
*	Commitment to providing high quality of service	✓	
*	Effective listening, verbal and written communication skills	✓	
*	Excellent interpersonal and customer service skills, with the ability to communicate effectively with a diverse range of people, establishing and maintaining effective working relationships	✓	
*	Ability to plan, organise and prioritise workload to meet deadlines	✓	
*	Professional approach	✓	
*	Ability to design and process a wide range of documents in accordance with instruction and style, paying attention to detail	✓	
*	Respect for the autonomy and rights of service users	✓	
*	Ability to relate well with colleagues, Trustees and members of the public	✓	
*	Ability to learn quickly about business and a willingness to learn	✓	
*	Ability to maintain a high level of confidentiality and discretion at all times	✓	
*	Ability to remain calm under pressure	✓	
*	Self-motivated	✓	
*	Quality assurance	✓	
*	Basic Disclosure	✓	